



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Frontier Communications - Midland, Inc.
for Filing Period 4/1/2010 to 6/30/2010
Tracking Number 3492

Performance Data - Code Part 730

	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	2.70	2.50	3.70	2.97
B. Operator Answer Time - Information Section 730.510(a)(1)	3.60	4.60	6.00	4.73
C. Repair Office Answer Time Section 730.510(b)(1)	29.00	51.00	108.00 *	62.67 *
D. Business or Customer Service Answer Time Section 730.510(b)(1)	17.00	57.00	137.00 *	70.33 *
E. Percent of Service Installations Section 730.540(a)	98.94 %	98.36 %	94.29 %	97.19 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	100.00 %	94.26% *	93.50% *	95.93 %
G. Trouble Reports per 100 Access Lines Section 730.545(a)	1.30	2.30	4.30	2.63
H. Percent Repeat Trouble Reports Section 730.545(c)	6.00 %	2.00 %	6.00 %	4.81 %
I. Percent of Installation Trouble Reports Section 730.545(f)	3.19 %	11.48 %	5.71 %	6.79 %
J. Missed Repair Appointments Section 730.545(h)	7	4	53	21
K. Missed Installation Appointments Section 730.540(d)	1	1	4	2

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$7.33	\$60.35	\$67.68
B. Number of credits issued for repairs - 24-48 hours	0	4	5	9
C. Number of credits issued for repairs - 48-72 hours	0	0	1	1
D. Number of credits issued for repairs - 72-96 hours	0	0	2	2
E. Number of credits issued for repairs - 96-120 hours	0	0	0	0
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	1	2	2	5
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$55.00	\$55.00
B. Number of installations after 5 business days	0	0	2	2
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	1	1
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	7	4	4	15
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0